

METHOD AND APPARATUS FOR A BUSINESS CONTACT CENTER

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ABSTRACT OF THE DISCLOSURE

A business contact center for interfacing customers with a business is described. The business contact center includes a plurality of media handlers and a conference controller. Each of the plurality of media handlers includes a

10 corresponding control link. Each of the plurality of media handlers is configurable via the corresponding control link to define a plurality of media services including at least one of; routing media between selected media endpoints, recording media from a selectable media source, and playing selectable media to a selected media endpoint.

The conference controller is coupled with each of the plurality of media handlers via

15 the corresponding control link. The conference controller is responsive to a customer contact to configure via the corresponding control link an available one of the plurality of media handlers to define selected ones of the media services, media sources and media endpoints for handling the customer contact.